

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
9535 E. DOUBLETREE RANCH ROAD, SUITE 100, SCOTTSDALE, AZ 85258  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV

**COMPLAINT INVESTIGATION FORM**

*If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian*

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: Aug 2, 2017 Case Number: 18-07

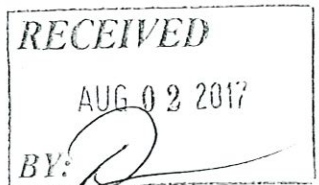
**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: \_\_\_\_\_  
Premise Name: SUNRISE PET CLINIC  
Premise Address: 5635 NORTH SWAN ROAD  
City: TUCSON State: AZ Zip Code: 85718  
Telephone: 520-299-5044

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: MARY SUE GIBSON  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Home Telephone: \_\_\_\_\_ Cell Telephone: \_\_\_\_\_

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.



**C. PATIENT INFORMATION (1):**

Name: SOFIE

Breed/Species: SHIH TZU

Age: 7½ Sex: FEMALE Color: WHITE

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_

Breed/Species: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

Please provide the name, address and phone number for each veterinarian.

SUNRISE PET CLINIC - DR. STEPHANIE SCHNEIDER  
5635 NORTH SWAN ROAD  
TUCSON, AZ 85718  
520-299-5044

**E. WITNESS INFORMATION:**

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

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**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Mary Sue Gibson

Date: 7-30-17

**F. ALLEGATIONS and/or CONCERNS:**

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

SEE ATTACHED LETTER AND ALL DOCUMENTATION

July 30, 2017

To Whom It May Concern:

My name is Mary Sue Gibson and my dogs name was Sofie. She was a 7 ½ year old Shih tzu that was in very good health up to all the events that I am going to lay-out for you. I am very saddened and dis-heartened by the care she got at Sunrise Pet Clinic at 5635 North Swan Road Tucson, AZ. After doing much research, I truly believe, within my heart, Sofie would still be here today if she was not given Bordetella and Rabies at the same time. I believe this was the start that lead to her demise. I am writing to your board so that you can investigate this matter so that no one else has to go through losing their animal the way I did.

**Nov 8, 2016 - 1:00 pm** Given Bordetella and Rabies at the same time. Exam card stated perfect health and All Normal

**Nov 8, 2016 - 6:00 pm** – Took Sofie back in the same day due to vomiting bile. Exam card stated Abnormal Mouth, Teeth, Gums and Abnormal Gastrointestinal System. I saw a different doctor than I did at 1:00. She said Sofie is having a reaction to being given Bordetella and Rabies at the same time.

**Nov 10, 2016 - 1:30 pm** – Took Sofie back due to vomiting and dark stools. Exam card stated Abnormal Mouth Teeth and gums, Abnormal Abdomen, Abnormal Gastrointestinal System.

**Nov 11, 2016** – Took Sofie in due to diarrhea and doesn't want to drink water. Exam card stated Abnormal Mouth, Teeth, Gums and Abnormal Abdomen, Abnormal Gastrointestinal System.

**Nov 30, 2016 - 12:30 pm** – Took Sofie in for re-check. Eating and drinking normal. Started on new gastrointestinal food. No human food. Exam card stated Abnormal Mouth, Teeth and Gums. Normal everything else.

**March 17, 2017 - 10:30 am** – Took Sofie in due to lethargic and diarrhea. Doesn't want to eat. Exam card stated Abnormal eyes, Abnormal Mouth, Teeth and Gums, Abnormal Abdomen, Abnormal Gastrointestinal System.

**April 10, 2017 - 12:11** **n** - Took Sofie in due to diarrhea, blood in urine, lethargic and doesn't want to eat.

**April 19, 2017 - 1:25 pm** - Took Sofie in due to diarrhea, blood in urine, lethargic and doesn't want to eat.

**May 2017** - Took Sofie in due to not eating for a few days, bloodshot eyes, bruises on her skin.....I had to put her down.

I have included the paperwork I received for each office visit. Please see the notes which have more thorough detail included in the documentation.

If you need any further information, please contact me at [REDACTED]. I look forward to hearing your assessment regarding this matter.

Sincerely,

*Mary Sue Gibson*

Mary Sue Gibson  
[REDACTED]  
[REDACTED]



04/20/2017

Sunrise Pet Clinic  
5635 North Swan Road  
Tucson, AZ 85718



The Gibson Family  
[REDACTED]  
[REDACTED]

Dear Mrs. Gibson:

I know this has been a difficult 5 months for you and Sofie. I also understand that it is difficult not to try to link the adverse vaccine reaction she had in November to the subsequent event with gastrointestinal and urinary issues. Of course no one can say that it is impossible that there is a link, but it is highly unlikely.

We do know from the tests that have been done that Sofie's kidney function is fine, that her kidney structure is normal, that she has no bladder stones or abnormal bladder structure. Since the urine sample taken directly from her bladder showed no signs of blood, but the naturally voided sample did show blood, I suspect that she has inflammation in the emptying part of her bladder near the urethra or in the urethra itself. The only good news in all of this is that Sofie does not seem to be bothered by it. I am hoping that 1 week of clavamox will help to clear this up.

We do also know that Sofie has had some digestive problems intermittently when she was younger. The ultrasound showed no signs of irregularities in small or large intestine and also a healthy liver and pancreas.

Dr. Weintraub recommended that Sofie go onto the canned gastrointestinal low fat diet that has an SO index to help keep the urine more dilute and prevent any deposits in the urine that can irritate the bladder. This is why she recommended the canned version of the diet - also to promote more "moisture" in her diet.

Again, I certainly respect and understand your concerns about the difficulties Sofie has had since the November 2016 visit. We are all here to help, and I will

*Keep in touch with you.*

*Sincerely,*

*Sally Rademaker*



18-07, In Re: Stephanie Schneider, D.V.M.  
August 14, 2017

Arizona Veterinary Medical Examining Board,

On November 8, 2016, Sofie Gibson, a 7 year old female spayed Shih Tzu, presented for vaccinations. She had no previous history of any vaccine reactions. Her owner, Mary Sue Gibson, reported that she was doing well at home and she had no concerns regarding Sofie. I examined Sofie and found that she had mild dental disease and no other abnormalities on physical exam. I administered her Bordetella vaccine orally and then her Rabies vaccine subcutaneously over the right shoulder. These two vaccines are routinely administered together without complication and are not contraindicated. I asked Ms. Gibson to please call with any questions or concerns and did not hear from her after her appointment.

I have included a copy of Sophie Gibson's medical records as well as radiographs taken at our clinic. The records include treatment from other veterinarians at Sunrise Pet Clinic. My only involvement with Sophie Gibson was limited to the November 8, 2016 vaccination appointment.

A handwritten signature in black ink, appearing to be 'Stephanie Schneider', written in a cursive style.

Stephanie Schneider, D.V.M.

**DOUGLAS A. DUCEY**  
- GOVERNOR -



**VICTORIA WHITMORE**  
- EXECUTIVE DIRECTOR -

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**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** PM Investigative Committee: Robert Kritsberg, D.V.M. - Chair  
Donald Noah, D.V.M.  
Adam Almaraz  
Amrit Rai, D.V.M.  
Tamara Murphy

**STAFF PRESENT:** Tracy Riendeau, CVT – Investigations  
Sunita Krishna, Assistant Attorney General

**RE:** Case: 18-07

Complainant(s): Mary Sue Gibson

Respondent(s): Stephanie Schneider, DVM (License: 6047)

**SUMMARY:**

Complaint Received at Board Office: 8/2/17

Committee Discussion: 10/10/17

Board IIR: 11/15/17

**APPLICABLE STATUTES AND RULES:**

Laws as Amended July 2014

(Salmon); Rules as Revised September  
2013 (Yellow)

On November 8, 2016, "Sofie," a 7.5-year-old female Shih-Tzu was presented to Respondent for an exam and vaccines. The dog was examined, a Bordetella and rabies vaccines were administered, and the dog was discharged.

Later that day, the dog returned due to vomiting; Respondent's associate felt the dog could have had a reaction to the vaccines. The dog was treated and discharged.

A few months later, the dog began having gastrointestinal issues and hematuria.

On May 22, 2107, the dog was diagnosed with immune mediated thrombocytopenia and Complainant humanely euthanized the dog.

Complainant contends Respondent was negligent in the care of the dog for administering two vaccines at the same time.

Complainant was noticed and appeared telephonically.

Respondent was noticed and appeared telephonically. Attorney, David Stoll, appeared.



**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Mary Sue Gibson*
- Respondent(s) narrative/medical record: *Stephanie Schneider, DVM*

**PROPOSED 'FINDINGS of FACT':**

1. On November 8, 2016, the dog was presented to Respondent for an exam and vaccines. Complainant relayed that the dog had been doing well and had no concerns. Upon exam, the dog had a weight = 13.2 pounds, a temperature = 99.7 degrees, a pulse rate = 120bpm and a respiration rate = 22rpm. Respondent noted the dog was BAR, had mild tartar and gingivitis; all systems were normal and the dog appeared healthy. A rabies vaccine was administered SQ over the right shoulder and the Bordetella vaccine was administered via drops in the mouth. The dog was discharged and Respondent had no other involvement in the dog's care.

2. Later that day, the dog was presented to Respondent's associate, Dr. Burgess, due to vomiting, nauseous and being clingy. Complainant relayed she gave the dog ½ Pepcid AC. The dog was examined and Dr. Burgess felt it was possible the dog could be having a reaction to the rabies vaccination or a combination of the Bordetella and rabies vaccinations. She recommended separating vaccines in the future and pre-treat prior to the rabies. Dr. Burgess instructed Complainant to feed small meals that evening, if interested, and call in the morning with an update. The dog was administered SQ fluids and Dex SP and was discharged.

3. On November 10, 2016, Complainant relayed that the dog was fine the previous day and even earlier this day, then began pacing, showing no interest in food and passing dark stools. Dr. Rademaker examined the dog and noted that the spleen was slightly enlarged and the dog was slightly dehydrated. She thought it would be unusual if the dog was having a vaccine reaction considering the dog had improved then got worse again. Blood was collected and the dog was administered SQ fluids and cerenia prior to discharge.

4. The following day the blood work revealed an elevated ALT, WBC and neutrophils. Dr. Rademaker relayed the results to Complainant who advised the dog did not want to eat the canned food sent home and was still having some diarrhea. Complainant reported that the dog has had this problem before. Dr. Rademaker recommended Pepcid AC daily.

5. On November 13, 2016, Complainant reported that the dog was not 100% but was eating well. Plans were to continue the metronidazole and low fat diet.

6. On November 30, 2016, the dog was presented to Dr. Rademaker for a recheck. The dog was eating well at home; no problems. Dr. Rademaker examined the dog; BAR and some tartar otherwise all else was normal. Blood was collected for testing and the dog was discharged.

7. On December 1, 2016, Dr. Rademaker reported the blood results to Complainant. Everything was back to normal – globulin slightly high likely due to immune response from vaccines.

8. On March 17, 2017, the dog was presented to Dr. Weintraub due to diarrhea and lethargy. Complainant reported the dog was not eating since the day before and drinking less water. The

dog was examined and Dr. Weintraub recommended feeding low fat food starting the next day; metronidazole was dispensed.

9. On March 27, 2017, the dog was presented to Dr. Weintraub due to hematuria. Radiographs were performed and nothing significant was found. A urinalysis was performed and there was no evidence of infection; struvite and phosphate crystals were present. An abdominal ultrasound was recommended along with repeat radiographs and urinalysis.

10. On April 10, 2017, the dog was sedated by Dr. Weintraub for an abdominal ultrasound, urine was collected for urinalysis and culture and sensitivity, and blood was collected. Radiographs were also performed and nothing significant was found. There were no structural abnormalities on ultrasound that accounted for the hematuria and urinalysis showed blood in the urine, protein and struvite crystals.

11. Blood work was within normal limits and there was no growth on the urine culture and sensitivity.

12. On May 19, 2017, the dog was presented to Dr. Weintraub for increased gurgling, intermittent mild hematuria and increased swallowing/burping. The dog was examined – the dog was alert, eating fine and had great energy. Dr. Weintraub recommended continuing a low fat diet and increasing the Pepcid AC to ½ tablet twice daily and giving ½ tablet of cerenia when restless or burping.

13. On May 22, 2017, the dog presented to Dr. Weintraub for lethargy. The dog was examined and petechial was noted at gums and temples. Splenomegaly, mild tachycardia and weight loss was also noted. Dr. Weintraub suspected immune mediated thrombocytopenia (IMT) which the intermittent hematuria was likely a precursor. Blood was collected and confirmed IMT – treatment was discussed with Complainant as well as diagnosis and prognosis. Complainant elected humane euthanasia.

#### **COMMITTEE DISCUSSION:**

The Committee discussed that over a period of time the dog was declining and the condition may have been becoming serious which coincided with the administration of the vaccinations. It was not inappropriate for Respondent to administer two vaccines at the same time.

There are no contraindications to giving multiple immunizations to an animal at the same time on the same day. That does not mean that there is no potential sequelae, just that there are no known sequelae to be expected.

An animal can have a vaccine reaction to one vaccine, which treatment was provided to the dog in this case as a potential. However, the dog was having issues 6 months later. The dog also had ticks in the past which could be related to the thrombocytopenia.

#### **COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

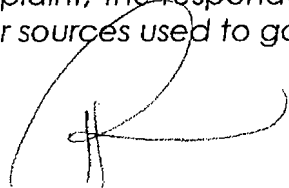
**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 5 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

A handwritten signature in black ink, appearing to be 'TRACY A. RIENDEAU', written over a horizontal line.

Tracy A. Riendeau, CVT  
Investigative Division